

जलक्रीडा प्रकल्प, नौकाविहार प्रकल्प
सुरु करण्यासाठीची कार्यप्रणालीची मानके
विहित करण्याबाबत.

महाराष्ट्र शासन
गृह विभाग
शासन निर्णय क्रमांक : संकिर्ण- १०२०/प्र.क्र.२९/बंदरे -१
दुसरा मजला, मंत्रालय,
हुतात्मा राजगुरु चौक, मादाम कामा मार्ग,
मुंबई : ४०० ०३२.
दिनांक :- २१ डिसेंबर, २०२०

वाचा: मदत व पूर्णवसन आणि आपत्ती व्यवस्थापन विभागाचा क्र.DMU/२०२०/CR.९२/DisM-१,
दि.२१ डिसेंबर २०२० चा आदेश.

शासन निर्णय:

राज्यातील समुद्र किनारी चालविले जाणारे विविध जलक्रीडा प्रकल्प व नौकाविहार प्रकल्प कोविड-१९ च्या प्रादुर्भाच्या अनुषंगाने आवश्यक ती दक्षता घेवून सुरु करण्यास मदत व पूर्णवसन आणि आपत्ती व्यवस्थापन विभागाने वरील नमूद आदेशान्वये मान्यता देऊन कार्यप्रणालीची मानके गृह (बंदरे) विभागाने निर्गमित करण्याबाबत नमूद केले आहे.

त्यानुसार या आदेशासोबत जोडल्याप्रमाणे कार्यप्रणालीची मानके विहित करण्यात आली असून, सदरहू कार्यप्रणालीच्या मानकांचे (SOP) काटेकोरपणे पालन करण्यात यावे.

सदर शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आला असून त्याचा संकेतांक २०२०१२२३१५४०४५९४२९ असा आहे. हा आदेश डिजिटल स्वाक्षरीने साक्षांकित करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

(सं.द.महाडेश्वर)
कक्ष अधिकारी, महाराष्ट्र शासन

प्रत,

१. मा. मंत्री (बंदरे) यांचे खाजगी सचिव, मंत्रालय, मुंबई ३२.
२. मा. राज्यमंत्री (बंदरे) यांचे खाजगी सचिव, मंत्रालय, मुंबई ३२.
३. अपर मुख्य सचिव (परिवहन व बंदरे), मंत्रालय, मुंबई ३२
४. सचिव (मदत व पूर्णवसन आणि आपत्ती व्यवस्थापन), मंत्रालय, मुंबई ३२
५. मुख्य कार्यकारी अधिकारी, महाराष्ट्र मेरीटाईम बोर्ड, मुंबई
६. निवडनस्ती, कार्यासन बंदरे-१, मंत्रालय, मुंबई ३२

STANDARD OPERATING PROCEDURE (SOP) FOR WATER SPORTS & NAUKAVIHAR ACTIVITIES

1. APPLICABILITY

The Standard Operating Procedure are applicable to all Water Sport & Naukavihar Activities registered with Maharashtra Maritime Board, Govt. of Maharashtra. Any water Sports or naukavihar operator, who have not renewed the license for operating watersports or naukavihar, shall get the license renewed through local Regional Port Office, Maharashtra Maritime Board before re-starting their operation. Any violation found in this regard will lead to action from Maharashtra Maritime Board, under Maharashtra Water Sports Policy, 2015.

Following are the list of water activities: -

| | | | |
|---|-----------------|----|-------------------------|
| 1 | Jet- Skiing | 10 | Wind Surfing |
| 2 | Parasailing | 11 | Canoeing |
| 3 | power boats | 12 | Kayaking |
| 4 | Barefoot skiing | 13 | Water rafting |
| 5 | Banana boating | 14 | Dinghy sailing |
| 6 | Cable Skiing | 15 | Kite surfing |
| 7 | Skurfing | 16 | Stand up paddle surfing |
| 8 | Wakeboarding | 17 | Skim boarding |
| 9 | Water-skiing | | |

It must also be clearly understood that any instructions issued by the State Government or other Competent Authorities from time to time will be binding and will override the provisions in this document and must be strictly complied with.

2. PRE-REQUISITES FOR OPERATOR

The following list of essentials shall be required to be complied by all water sports activity operators to re-commence the water sports operations.

2.1. FOLLOWING TO BE MADE AVAILABLE AT BOOKING OFFICE PREMISES / TICKET COUNTERS / ENTRY EXIT POINTS OF WATER SPORTS ACTIVITIES / JETTIES (AS APPLICABLE)

- Hand Sanitizer and extra pairs of face masks at key locations in office, ticket counters, entry and exit point of water sports activities / Jetties / beaches.

- Handwash in all washrooms.
- Tissue Paper in all washrooms (no towels).
- Adequate cleaning equipment & materials.

2.2. PRE-REQUISITES FOR STAFF

- a) It is recommended, that all staff members of the water sports or naukavihar operator use aarogya setu mobile application.
- b) Identify if any staff member is suspected to have COVID-19 symptoms: -
 - Temperature check through thermal gun every day
 - Enquire if the staff has any COVID-19 symptoms (like fever, cough, shortness of breath, persistent pain in chest)
 - Enquire if any staff member (in the last 3 weeks) had: (1) travel history, especially to containment zones declared by government or the places reported of any covid19 positive cases (2) came in contact with anyone who is COVID-19 positive (relative / friend / acquaintance)
- c) If any staff member is suspected to have COVID-19 symptoms: -
 - The staff should be escorted to the nearest COVID health care center / hospital for testing.
 - The activity operator / in-charge should advise the employee to follow the quarantine / isolation instructions, as suggested by health care center / hospital.
 - The booking office should also maintain a record of temperature of all the staff members in a register (apart from the details that they normally collect about their staff).

2.3. STAFF TRAINING

- a) Provide training to staff in hygiene, sanitation practices and troubleshooting on the risks associated.
- b) All staff members shall be briefed about orders from State Government and Ministry of Health & Family Welfare, GOI regarding Do's & Don'ts at home, public area & workplace and ensuring that they follow them including no spitting, always wearing of masks in front of people / tourists, use of gloves, no wet mask, use of handwash / hand sanitizer & all safe practices as prescribed by the Government authorities.

- c) Any new notification / order from State Government and Ministry of Health & Family Welfare, GOI shall be informed & explained to the employee by the water sports or naukavihar activity operator.
- d) Staff to be briefed about the SOPs provided in this document.
- e) Staff to be briefed about personal hygiene.

2.4. STAFF SANITATION AND HYGIENE PRACTICES

- a) Wearing a face mask at all times at work is compulsory (change the mask every 6 hours or whenever necessary before 6 hours, wet mask to be changed immediately).
- b) Hand to be cleaned as often as possible using a hand sanitizer.
- c) Maintain social distancing of 2 m (6 feet). at all times.
- d) Quality of mask to be of approved standards.
- f) Avoid any kind of gathering during lunch time to prevent transmission of covid19.

3. PROTOCOLS FOR WATER SPORTS ACTIVITIES

The following guidelines are to be followed by all the staff members directly or indirectly involved with the operations of any water sports activity:

3.1. BOOKINGS

- a) Booking and travels plans are to be accepted for tourists with no medical history of the covid19 in the last 28 days.
- b) All water sports and naukavihar operators should seek information on age, name, ID number, address, etc in the form of Self-declaration (Appendix-1) from all the customers.
- c) It is encouraged to take bookings online or via an online / mobile platform with cashless transactions only. [e.g. Paytm, Phone Pay, G Pay etc.]
- d) The activity operator shall explore different options for operations, wherever possible, such as advanced issuance of tickets, timed entries, smaller groups.
- e) Proper record and logs are to be maintained for each customer.
- f) Inform the customers (at the time of booking) regarding new measures and service limitations that the customers may expect in the state due to Covid-19 situation. The operator needs to explain that same is essential for health

and safety of customers and local public including encouraging customers to maintain social distancing, face masks, and use sanitizers etc. The same is mandatory in case of group activities.

3.2. PROTOCOLS FOR EQUIPMENT'S USED FOR ACTIVITY

- a) All Equipment's, including life jackets, floating devices etc. must be thoroughly disinfected prior to boarding of customers and be done before each use, without fail.
- b) Frequent touch areas (handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, etc.) should be sprayed with disinfectant / surface cleaner regularly.
- c) Hand sanitizer dispenser and masks must be kept available before using of any activity equipment.
- d) Ensure all information provided to customers is strictly through digital means (this may include activity itinerary; safety precautions for hygiene and disinfection)

3.3 PROTOCOLS BEFORE COMMENCEMENT OF WATER SPORTS ACTIVITY

- a) Greet the customers saying "Namaste". No shaking of hands is recommended.
- b) Ensure that customers are taken in small groups and physical distance of 2 feet is maintained between customers during the activity. The social distancing norms shall be changed and aligned according to the directives issued by Ministry of Health & Family welfare. In case of groups, the occupancy of any activity, at a time, shall not be more than 50% of their total capacity.
- c) Ensure queue markers with enough distancing at boarding and de-boarding points of the water sports activity.
- d) Screen all customers at entry point for symptoms of COVID-19 such as temperature (using noncontact type thermometer/ thermal guns), cough, cold, etc. Temperature Screening should be conducted while maintaining privacy.
- e) The staff of the operator should wear the appropriate protective gears as per the guidelines (face masks/face shield/ gloves), etc.
- f) Those with temperature more than 37.5 °C (99 °F) and/or flu like symptoms shall not be permitted for the water activity. The management

should record their contact details and be empathetic towards such customers, while advising them to return and seek medical help.

- g) Customers showing any of the symptoms of COVID-19 will be recommended to visit a doctor and the administrative / health authorities shall be notified of such visitors for further protocol.

3.4. SOCIAL DISTANCING

- a) All vessels such as boat, sea rafting, etc to operate with not more than 50% of its seating capacity excluding the equipment operator.
- b) A safe physical distance of at least 2metres (6 feet) is recommended to customers at all the times. Physical distance markings at all waiting areas like entrance, ticketing should be done for customers to stand during the queue.
- c) Clear Signages on “safe physical distance of at least 2 meters (6 feet)” to be displayed at frequent places at the booking Stations/ ticketing areas/ Area of Boarding /de-boarding to reinforce social distancing behavior among the staff and customers.
- d) Rearrangement of common sitting / gathering areas at the waiting areas / ticketing area. Seating arrangement should be done following social distancing norms.

4.0 GENERAL GUIDELINES

The following general guidelines must be observed by the water sports or naukavihar operators: -

- a) All staff members must wear face masks/face shield and single use gloves mandatorily while performing their duties.
- b) Digital transaction to be encouraged as much as possible for booking and purchase of tickets. Cash handling should be avoided as far as possible. If cash handling is required to be done, staff should wash or sanitize their hands frequently.
- c) To ensure that all Activity staff use face masks, hand gloves and sanitizers while doing daily activities, they need to follow guidelines provided by MHA/ State Government.
- d) Hand Sanitizers to be placed at frequent intervals for use by the customers.
- e) A well informed and trained security person and a 24x7 security guard shall be deployed, to keep check at the entrance gate of the area and to supervise social distancing, as applicable.
- f) The water sports or naukavihar operator shall provide bins with liner bags and dispose the liner bags regularly.
- g) Ensure proper attendance logs of entry and exit of all vehicles/ equipment's are maintained

- h) CCTV cameras must be fully functional and capture the entire premise, if applicable
- i) All touch points at the booking stations/ ticketing areas/ area of boarding /de-boarding (like ticket counter slabs, doorknobs, chairs in waiting areas etc.) must be cleaned regularly with surface cleaner i.e. R2 Cleaner, Detergent water, Disinfectant Surface Cleaners. It is advised to sanitize these touch points using Sodium Hypochlorite 1% solution or sanitizers having at least 70% alcohol.
- j) The operator shall give guidance to cleaning team with a specific focus on high-frequency touch points, including handrails, door handles, tables, board toilets, air conditioning filters, overhead lockers and headsets if applicable. Cleaning frequency to be enhanced, as appropriate.
- k) All staff / customers shall be strictly screened using thermal gun/scanner by designated trained person at entry by holding the scanner 3 to 15 cm away from the person's forehead or wrist and anybody having fever(equal to or more than 37.5° C/ 99.5° F), cold, cough, , difficulty in breathing shall not be allowed and immediately sent to seek medical advice or visit the nearest health centre.
- l) Cleaning checklist should be displayed in common area like ticketing areas, waiting areas, washrooms. Cleaning checklist to be updated and monitored regularly during the day to ensure compliance by the MHA/State Government.
- m) Bio-metric machine and similar equipment's for recording staff's attendance to be discontinued. Alternate methods viz QR Code method may be devised for staff to mark attendance
- n) All the promotional material including the official website of the all service providers should clearly mention all the details with respect to permitted travelling capacity, timings and other precautionary measures taken as per the guidelines and Dos & Don'ts that the customers need to be aware of while tourism activity is going on.
- o) Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to avoid or limit their water sports activity. They are advised to take extra precautions. Water sports operator to advise accordingly and the same should be communicated to visitors through promotional material and social media platforms.
- p) COVID-19 related stigmatization or unruly behavior shall be dealt with strictly, by coordination between the water sports operator and the local authorities.
- q) The National Directives for COVID-19 Management and the relevant guidelines issued by the Ministry of Home Affairs, Ministry of Health & Family Welfare, Government of Maharashtra, etc. shall be strictly complied with during all activities and operations.

APPENDIX-1

SELF-DECLARATION FORM FOR CUSTOMERS

| | |
|---|--|
| ♣ | All customers are required to submit the self-declaration form to activity operator at the time of their booking. |
| ♣ | In case of a group, all the members of the group should provide the following declaration. In case of minors in the group, the self-declaration form can be filled by their parents / guardians. |

Self- Declaration Form

[Location, Date]

To:

The [Name of the Activity operator]

[Address of the operator]

Dear Sir/ Madam,

Subject: Self- Declaration Form

1. I do hereby confirm that I do not have any COVID-19 related symptoms like temperature more than 37.5 °C (99 °F) and/or flu like symptoms.
2. I do hereby agree to follow all the guidelines (Dos and Don'ts for the customers) provided by the operator and shall support them by adhering to the guidelines to prevent the possible transmission of COVID-19.
 - a. Customers are recommended to carry their own sanitizer and wet wipes for personal use.
 - b. Adherence to the social distancing measures. Customers to always keep a safe distance of at least 2 meters (6 feet).
 - c. Hands shall be washed frequently with the soaps/sanitizers provided at the common places by the water sports operator.
4. My details are as follows:

| Sr.No | Information | |
|-------|-------------------|---|
| 1 | Name | |
| 2 | Age | |
| 3. | Gender | |
| 4 | Mobile number | |
| 5 | Nationality | |
| 6 | Permanent address | |
| 7 | Valid ID Type | Pancard / Aadhar / Voter ID/ Passport/etc |
| 8 | Valid ID Number | |

I, _____, do hereby confirm that the above information provided is correct and to the best of my knowledge. I do hereby give my permission to activity operator to share my details with the required authorities for the purpose of tracing and preventing possible spread of COVID-19.

Date: _____

Signature: _____

Place: _____